

**AVOIDING IT DISASTERS – THE EXPERT WAY**  
*The Forensic Approach to assessing and dealing effectively with IT Project Risks*  
**TWO-DAY INTENSIVE SEMINAR, WORKSHOP AND CLINIC**  
**LE GRIMALDI HOTEL, NICE, CÔTE D’AZUR, FRANCE**  
**17<sup>TH</sup> – 19<sup>TH</sup> MARCH 2005**



**The CASTELL Côte d’Azur Workshop - assisting professionals to raise their quality game**  
Find out how to *boost IT project performance, secure your systems investment, deliver quality software, avoid costly IT disputes...* and enjoy a refreshing spring break on the Côte d’Azur. We offer practical training and intensive interactive learning, from a leading expert practitioner. Plus great weather, delicious food and good wine. *All at the amazingly low price of £495 - and that includes accommodation and all meals for you and your partner.*



**COURSE LEADER: DR STEPHEN CASTELL**





# AVOIDING IT DISASTERS – THE EXPERT WAY

## ***Two-Day Intensive Course Teaching the Forensic Approach to assessing and dealing effectively with IT Project Risks***

- Learn the software and systems procurement, development and implementation disaster signals
- Get the IT contract right in the first place, and avoid brick-wall and runaway IT projects
- What are the Common Technical Issues that produce IT disputes and litigation?
- How can I avoid them?
- Find out how these Issues relate back to poor contract negotiation/project management
- Become skilled as an Expert in assessing, weighting and dealing with the Issues
- What are the early warning signs that things are going wrong?
- How do I deal with problems if they do arise?
- Understand IT contract monitoring, turnarounds and dispute resolution techniques and processes
- Become alert to the pitfalls and uncertainties of IT Outsourcing and Benchmarking
- And you'll get 'tips from the trenches' – valuable insights that can help you achieve the best outcome if you're unlucky enough to run into an IT dispute or legal action.

**Venue:** LE GRIMALDI Hotel, 15 rue Grimaldi, 06000 Nice, Côte d'Azur, France

**Dates:** Thursday evening 17<sup>th</sup> to Saturday lunchtime 19<sup>th</sup> March 2005

**Course Fee, only £495+VAT, includes:** Four-star hotel accommodation, double-room, for two nights Thursday 17<sup>th</sup> and Friday 18<sup>th</sup> March 2005, plus all meals during Course.

### ***Who should attend this practical and intensive seminar, workshop and clinic?***

*IT Directors, Commercial Directors/Managers, Project and Programme Directors and Managers, Bid Managers, Procurement Directors/Managers, Delivery Directors/Managers, Sector or Industry Liaison Directors/Managers; IT Solicitors, Barristers and Attorneys, In-House Lawyers and General Counsel, Insurance and Risk Managers; Human Resources, Skills and Training Directors/Managers; Systems Analysts, Business Requirements Analysts, Design Authorities, IT Infrastructure and Architecture Specialists, Software Development Managers and Team Leaders, Systems Integration Managers, Software Testing and QA Practitioners, IT Consultants and Systems Engineering Professionals; Financial Directors and Controllers, Compliance Officers, Company Secretaries, Auditors, CEOs, CIOs.*

*In short, all those responsible for IT projects, systems and software sales and/or procurement, contracting, IT Outsourcing, software implementation, IT strategy, IT&T convergence and integration, and/or Stakeholder Management; and with a technical, professional, commercial, legal, governmental, insurable, promotional, career and/or reputational interest in avoidance of IT systems failures, and in ensuring successful IT project outcomes.*

## **Course Leader – IT CONSULTANT OF THE YEAR 2004 Medallist Dr Stephen Castell**



Dr Stephen Castell, Chartered IT Professional, Chairman of *CASTELL Consulting*, is an internationally acknowledged independent computer expert, consultant and project manager. As an IT Expert Witness in computer disputes he has acted in over 100 cases worldwide during the past 15 years, from the smallest to the largest and longest software development contract actions to come to trial in the English High Court, and including the most technically complex case in the Sydney Commercial Court. He is also a (CEDR-trained) Mediator, an ICC Arbitrator, and Expert Determiner. He is widely published, a Correspondent of the *Computer Law and Security Report*, and a noted Conference and Seminar Speaker. 'Creative, analytical, practical and professional', Dr Castell regularly advises public and private sector clients of all sizes, both suppliers and customers. <http://www.bcs.org/BCS/Awards/Awards/Professional/Medallists/indivfinalists.htm>

## Avoiding IT Disasters – the Expert Way : Course Programme

Thursday 17 March 2005: Evening: arrival, check-in and welcome drinks at LE GRIMALDI hotel.

Friday 18 March 2005: **DAY 1 OF COURSE: DEALING WITH THE COMMON TECHNICAL ISSUES ARISING IN IT CONTRACT/PROJECT DISPUTES**

*Breakfast in hotel*

10:00 **1: Introduction: Course scope and objectives; IT disputes background**

11:30 *Refreshment Break*

11:45 **2: The Forensic View of IT Systems Procurement and Implementation**

13:15 *Lunch for Course attendees plus partners*

14:30 **3: Dispute Case Study: 'Rich & Trusting plc vs. Gosh-Golly Systems Ltd'**

16:00 *Refreshment Break*

16:15 **4: IT Disasters – Early Warning Signs**

17:45 *Refreshment Break*

18:00-19:00 **5: Analysis of Dispute Case Study – Interactive Workshop**

20:00 *Dinner for Course attendees plus partners*

Saturday 19 March 2005: **DAY 2 OF COURSE: LEARNING TO AVOID IT DISASTERS**

*Breakfast in hotel*

10:00 **6: Successful Delivery of IT Systems Procurement and Projects**

11:30 *Refreshment Break*

11:45 **7: Interactive Workshop – Open Session and Brainstormer**

13:00 **8: Closing of Course – Summary and Questions & Answers**

13:30-14:45 *Lunch for Course attendees plus partners*

15:00 ff. ***Clinic – private discussion of specific IT systems/contracts problems.***

### Course Fee – all this for just £495 + VAT!

- Two-day intensive, interactive Course (Friday morning 18<sup>th</sup> March through and including lunch Saturday 19<sup>th</sup> March 2005) presented and facilitated personally by **Dr Stephen Castell**.
- All Course Materials.
- Accommodation for Course-attendee plus partner (i.e. double-room, bed & breakfast for two) at **LE GRIMALDI four-star hotel in central Nice, Côte d'Azur, France** for the two nights Thursday 17<sup>th</sup> March and Friday 18<sup>th</sup> March 2005.
- All meals during Course, for both Course-attendee and partner.
- Unique one-on-one private and confidential Clinic sessions, if you wish (bookable), to discuss with Dr Castell, Course Leader, your specific IT problems, issues, projects, contracts, disputes etc.

### How to Book

Please complete **all** sections of the Application Form below, and send it, together with a cheque drawn on a British bank, for £495 + £86.63 VAT = **£581.63**, made out to 'CASTELL', to the FREEPOST address given.



<b>Application Form</b>	<b>TOPIC/ISSUE OF PARTICULAR INTEREST</b> _____ (optional)
(Complete in <b>BLACK CAPS</b> , please. NB Details will <b>not</b> be held on any database, nor used to promote any other products or services)	
Mr/Mrs/Ms/Dr (surname) _____	
First name (for badge) _____	
Job title _____	
Organisation _____	
Address _____	
_____	Postcode _____
Telephone ( ) _____	Fax ( ) _____
Email _____	
<b>Send this completed Application Form for Nice AITD Workshop 17-19.Mar.2005, together with payment by cheque (made out to 'CASTELL'), drawn on a British bank, for £495 + £86.63 VAT = £581.63 total, to: CASTELL Consulting, FREEPOST CLUBLINE, UK (NO stamp required).</b>	



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**Conditions of Acceptance:** Application Forms must be received by CASTELL Consulting by close of UK business on Monday 14<sup>th</sup> March 2005 at the latest. Places are limited, and CASTELL Consulting reserves the right to refuse to accept any Application Form, at its sole discretion and without explanation.

**Cancellation and Refund Policy:** CASTELL Consulting will only consider refunds if the seminar has (for whatever reason) to be cancelled or rescheduled, which decision shall be at the sole discretion, without explanation, of CASTELL Consulting. No refunds will be given in any other circumstances.

**For those who wish to stay on and make a Côte d'Azur weekend of it, LE GRIMALDI is offering a special Saturday night 19<sup>th</sup> March 2005 rate to Course participants of 110 euros per double room B&B [not included in Course Fee].**

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**LE GRIMALDI Four-Star Hotel** [tel: +33 (0)4 93 16 00 24; fax: +33 (0)4 93 87 00 24; email: [zedde@le-grimaldi.com](mailto:zedde@le-grimaldi.com)] is centrally placed, streets away from the fabulous new *Nicois* landmark, the refurbished and recently re-opened art-deco *Palais de la Méditerranée* casino, and close to the legendary *Promenade des Anglais*, the historic *Lido Plage* and the magical Mediterranean milky-blue *Baie des Anges*. This quality family-owned hotel occupies two fine Belle-Époque buildings around an inner courtyard, blending comfort and conviviality in the heart of **Nice, the 'Jewel of the Riviera'** – the crossroads between the Alps, Provence, Corsica and Italy. Nice occupies an exceptional natural site, on a Mediterranean coastal plain bounded from East to West by a succession of wooded hills: in the background rise the first peaks of the Alps. The city enjoys an exceptional microclimate that has contributed to its renown for some two centuries. Always mild in winter, breezy and never too hot in summer, you can often lunch on a terrace with no more than a T-shirt in February, when the UK is shivering in the cold. The visual excitement of the flower and fish markets in the *Cours Saleya* complements the ochre facades, trompe-l'oeil and narrow streets of *Vieux Nice*. The city's intense cultural activity boasts a diversity of events, including the world-famous Carnival, ballet, opera, classical concerts, theatre and jazz festivals. Nice Côte d'Azur International Airport, under 2 hours flying time from London, greets 10m passengers a year, with 41 airlines serving 26 countries, including low-cost carriers\*. The Côte d'Azur hosts many world-class professional, technology and media events, such as the Gartner IT Symposium, the World GSM Congress, MIDEM, MIPCOM and the Cannes Film Festival. (\*E.g. [www.easyJet.com](http://www.easyJet.com) quotes 17-19 March 2005 online flight prices excluding taxes London Gatwick/Stansted/Luton – Nice at under £40 return). [www.nicetourism.com](http://www.nicetourism.com)  
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**CASTELL Consulting**

Founded in 1978, *CASTELL Consulting* provides independent, professional, consultancy services in software and systems contracts and implementation, telecommunications, broadcasting, marketing and the media. It supplies Expert Witnesses experienced in all aspects of computer disputes and litigation, well-known and respected by legal professionals internationally. It also specialises in entrepreneurial new business development. *Clients say: "CASTELL is in many respects unique in the totally professional and stunningly effective way it makes things happen and gets things done for its clients and business partners. If you want results, economically, on time, and with high quality implementation, go to CASTELL."*

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Some future proposed **CASTELL Côte d'Azur Workshops:**

- **'Business Speed-Dating':** entrepreneurs, bankers, financiers, accountants, lawyers, private investors, fund managers, businessman meet over a special buffet to hear 'ten minute pitches' for new business ideas, venture capital requirements, corporate finance opportunities, business developments, funding initiatives... *In association with Sophia Antipolis.*
- **MedITAzur 2005:** The Unique Role-Play and Case Study Event – Communicating, Mediating and Negotiating to achieve and secure Stakeholder Buy-In to major IT projects, avoid damaging IT dispute escalation, reduce/eliminate project breakdown risk... *In association with International Chamber of Commerce, Paris, Dispute Board Initiative.*
- **'French kiss and make-up':** just how do they resolve major IT and other business contractual disputes in France? *Joint meeting with the Franco-British Lawyers Society.*

**INTERNAL COMPANY WORKSHOPS:** *CASTELL Consulting* also provides in-company training courses, in particular its highly successful private interactive briefing and workshop *'The IT Disaster Project – Successfully Avoiding, Recognising, Tackling, Abandoning or Resolving it, the Expert Way'*. In-company training is a cost-effective, practical and intensive way to address key issues, teach new skills and improve performance, in complete confidence and focused on specific needs of company and staff. *Why not let us quote you for a one-day course?*

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\* **IF YOU DO NOT WISH TO, OR CANNOT, ATTEND THIS SEMINAR, PLEASE PROVIDE YOUR CONTACT DETAILS SO THAT WE CAN** \*  
\* **ADVISE YOU OF FUTURE EVENTS: PLEASE COMPLETE THE APPLICATION FORM ABOVE, ENTERING 'FUTURE EVENTS' UNDER** \*  
\* **'TOPIC/ISSUE OF PARTICULAR INTEREST', AND RETURN IT TO THE FREEPOST ADDRESS GIVEN, WITH NO CHEQUE ENCLOSED.** \*  
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